

# CalSAWS

California Statewide Automated Welfare System



**CA-213363**

Lobby Device Platform Consolidation/Modernization

DOCUMENT APPROVAL HISTORY

Prepared By

Reviewed By

DATE	VERSION	REVISION DESCRIPTION	AUTHOR

DRAFT

# Table of Contents

<b>1 OVERVIEW</b>	<b>1</b>
1.1 Current Design	1
1.2 Requests	1
1.3 Overview of Recommendations	1
1.4 Assumptions	1
<b>2 RECOMMENDATIONS</b>	<b>2</b>
2.1 Device Assignment Detail page	2
2.2 Device Management Task Navigation	4
2.3 Device Management Detail page	4
2.4 Flow Management Detail page	6
2.5 Select Device page	8
2.6 Self-Service Kiosk Landing page	9
2.7 Self-Service Kiosk Employee Only Portal page	13
2.8 How can we help you? Screen	14
2.9 Employee Log-In	19
2.10 My Case Info Screen	22
2.11 [Interface Name]	25
<b>3 SUPPORTING DOCUMENTS</b>	<b>27</b>

# CA-213363 – Lobby Device Platform Consolidation/Modernization

## 1 OVERVIEW

[Include a summary of what this SCR is accomplishing. For example, if it is based on policy, a summary or background of the policy could be outlined here. This may not always be necessary for small changes. Any relevant ACL/Regulations should be referenced in this section]

### 1.1 Current Design

[TBD]

### 1.2 Requests

[TBD]

### 1.3 Overview of Recommendations

- 1.
- 2.

### 1.4 Assumptions

1. [TBD]

## 2 RECOMMENDATIONS

[TBD]

### 2.1 Device Assignment Detail page

#### 2.1.1 Overview

The Device Assignment Detail page allows users to search for devices, as well as add or update the device Office Assignment. This SCR will make updates to the page to also allow users to add new devices.

#### 2.1.2 Device Assignment Detail Mockup

**Device Assignment Detail**

\* - Indicates required fields

Office: All Device In Use: Search Add Device Save

Device Number	Device Name	Assigned Office	Device Status	Flow Assigned
Lobby Tablet 254022	Device 1	County Test Office 1	Enable	Yes
Lobby Kiosk 240203	Device 2	County Test Office 1	Enable	Yes

Add Device Save

Figure 2.1.1a – Device Assignment Detail

**Device Assignment Detail**

\* - Indicates required fields

Office: All Device In Use: Search Add Device Save

Device Number	Device Name	Assigned Office	Device Status	Flow Assigned
Lobby Tablet 254022	Device 1	County Test Office 1	Enable	Yes
Lobby Kiosk 240203	Device 2	County Test Office 1	Enable	Yes
Lobby Kiosk 244300		-Select-	Enable	No

Add Device Save

Figure 2.1.1b – Device Assignment Detail Mockup

#### 2.1.3 Description of Changes

1. Update the 'Office' drop-down field to no longer display the value "Unassigned Devices".  
**Note:** 'Office' drop-down field will only display the value of 'All' and a list of all the offices for that County.
2. Update the 'Assigned Office' drop-down field to no longer display the "Blank" option.
  - a. Display '-Select-' when no value is selected yet and the default value when a new Device Number is created (this is for when the user is redirected back to the Device Assignment Detail page after clicking Save from the Device Management Detail page).

**Note:** 'Assigned Office' drop-down field will only display the list of all the offices for that County. Since the field is required, the "Blank" option is being removed.

3. Add a new required drop-down field title 'Device Status'.
  - a. Drop-down field will have the following options
    - i. Enable
      1. This will be the default value
      2. Existing records will have the value of 'Enable' as well.
    - ii. Disable

**Note:** The Self-Service Kiosk Application Landing page will display an error pop-up message upon launching when the Device is marked as Disable.
4. Update the Device Assignment Detail page with the ability to add new devices.
  - a. Add a new button title 'Add Device'.
    - i. Clicking the 'Add Device' button will take the user to the Device Management Detail page in create mode (please reference **Section XXX** for more detail on this page).
    - ii. User will need to have the **XXX Security Right** to see the 'Add Device' button.
5. Relabel the field 'Device in Use' to 'Flow Assigned'.
6. Update the Device Assignment Detail page to be part of CA\_Code instead of CA\_Lobby  
**Note:** This is a technical/backend change only.

#### 2.1.4 Page Location

---

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Device Assignment

#### 2.1.5 Security Updates

---

N/A

#### 2.1.6 Page Mapping

---

N/A

#### 2.1.7 Accessibility

---

TBD

#### 2.1.8 Page Usage/Data Volume Impacts

---

N/A

## 2.2 Device Management Task Navigation

### 2.2.1 Overview

The Device Management Task Navigation allow users to access the Device Management pages. This SCR will hide the Device Management Task Navigation as the Device Management page will be updated to be accessible through the Device Assignment page (please refer to Section 2.1 for more details).

### 2.2.2 Device Management Task Navigation Mockup

Figure 2.2.1 – Device Management Task Navigation

### 2.2.3 Description of Changes

1. No longer display the Device Management from the Lobby Management Task Navigation.

### 2.2.4 Page Location

Currently:

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Device Management

### 2.2.5 Security Updates

N/A

### 2.2.6 Page Mapping

N/A

### 2.2.7 Accessibility

N/A

### 2.2.8 Page Usage/Data Volume Impacts

N/A

## 2.3 Device Management Detail page

### 2.3.1 Overview

The Device Management Detail page allows users to add new devices into CalSAWS. This SCR will make updates to no longer display the 'Hardware' section and make it accessible through the Device Assignment Detail page.

### 2.3.2 Device Management Detail Mockup

**Device Management Detail**

\*- Indicates required fields

County: San Bernardino

Device Type: \* - Select -

Device Number:

Save Cancel

Save Cancel

Figure 2.3.1 – Device Management Detail

### 2.3.3 Description of Changes

1. Update the Device Management Detail page to only be accessible through the 'Add Device' button found on the Device Assignment Detail page.
  - a. The page will be in create mode when it is access.
2. No longer display the 'Hardware' section.
3. No longer display the 'Lobby Tablet 2' field.

### 2.3.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Device Assignment

### 2.3.5 Security Updates

N/A

### 2.3.6 Page Mapping

N/A

### 2.3.7 Accessibility

TBD

### 2.3.8 Page Usage/Data Volume Impacts

N/A

## 2.4 Flow Management Detail page

### 2.4.1 Overview

The Flow Management Detail page allows users to add or edit a device flow for the Lobby application. This SCR will make updates to the Flow Management Detail page to allow new actions to be available for the Self-Service Kiosk Application.

### 2.4.2 Flow Management Detail Mockup

**Flow Management Detail** Copy Save and Return Cancel

\*- Indicates required fields

Title: \*   Enable My Case Info  
 Enable Upload Document

Description:

**Button Actions**

Title	Action Type	Location
<span>Add</span>		

**Devices**

Office	Devices In Use
No Data Found	

Copy Save and Return Cancel

Figure 2.4.1 – Flow Management Detail (Create mode)

### 2.4.3 Description of Changes

1. Remove the 'Device Type' drop-down field from the Flow Management Detail page.
2. Add the following two new fields:
  - a. Enable My Case Info
    - i. Field will have a check box.
      1. Default value will be unchecked, and this apply to existing Flow Management records.
    - ii. When the 'Enable My Case Info' field is checked, the Action Button of 'My Case Info' will display on the 'How can we help you?' screen of the Self-Service Kiosk application (Section XXX).
    - iii. When the 'Enable My Case Info' field is unchecked, the Action Button of 'My Case Info' will not display on the 'How can we help you?' screen of the Self-Service Kiosk application (Section XXX).
  - b. Enable Upload Document
    - i. Field will have a check box.
      1. Default value will be unchecked.
      2. For existing records, a data change will be applied for flows where there's an Action Type of 'Document Upload' (please see Section XXX for more details).

- ii. When the 'Enable Upload Document' field is checked, the Action Button of 'Upload Document' will display on the 'How can we help you?' screen of the Self-Service Kiosk application (Section XXX).
  - 1. The Reception Log Visit Type of 'Drop Off Document' will be associated to the Reception Log record when it is created (when user is going through the Upload Document flow on the Self-Service Kiosk application).
  - 2. Case Validation and Print Receipt will be required for the Self-Service Kiosk application for the Upload Document flow.
    - a. Information to be printed on the receipt will be:
      - i. English: XXX
      - ii. Spanish: XXX
- 3. Worker Notification: (Action Detail)
  - a. E-Mail?
  - b. E-mail Workers?
- iii. When the 'Enable Upload Document' field is unchecked, the Action Button of 'Upload Document' will not display on the 'How can we help you?' screen of the Self-Service Kiosk application (Section XXX).
- 3. Remove the validation message "A flow of Device Type 'Lobby Tablet' cannot contain a Button Action with an Action Type from 'Document Upload'".
- 4. Update the 'Preview' button (pending)
- 5. Update the Flow Management List and Flow Management Detail page to be part of CA\_Code instead of CA\_Lobby  
**Note:** This is a technical/backend change only.

#### 2.4.4 Page Location

---

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Device Flow Mgmt.

#### 2.4.5 Security Updates

---

N/A

#### 2.4.6 Page Mapping

---

N/A

#### 2.4.7 Accessibility

---

TBD

#### 2.4.8 Page Usage/Data Volume Impacts

---

N/A

## 2.5 Select Device page

### 2.5.1 Overview

The Select Device page allows users to assign a device for a flow. This SCR will update the page to only display devices that are enabled.

### 2.5.2 Select Device Mockup



Device Name	Serial Number
<input type="checkbox"/> ADF Kiosk (Black)	245522

Figure 2.5.1 – Select Device (reference only)

### 2.5.3 Description of Changes

1. Update the Select Device page to only display devices that have the Status of 'Enable'.
  - a. Device Status is based on the value selected on the Device Status field found on the Device Assignment Detail page.
  - b. Device that has a status of 'Disable' will not be listed on the page.
2. Update the Select Device page to be part of CA\_Code instead of CA\_Lobby.  
**Note:** This is a technical/backend change only.

### 2.5.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Device Flow Mgmt.

### 2.5.5 Security Updates

N/A

### 2.5.6 Page Mapping

N/A

### 2.5.7 Accessibility

TBD

### 2.5.8 Page Usage/Data Volume Impacts

N/A

## 2.6 Self-Service Kiosk Landing page

### 2.6.1 Overview

Create a new landing page that will display when the website/application launch.

### 2.6.2 Self-Service Kiosk Landing page Mockup



Figure 2.4.1a – Self-Service Kiosk Landing page (English mode/default)



Figure 2.4.1b – Self-Service Kiosk Landing page (Spanish)

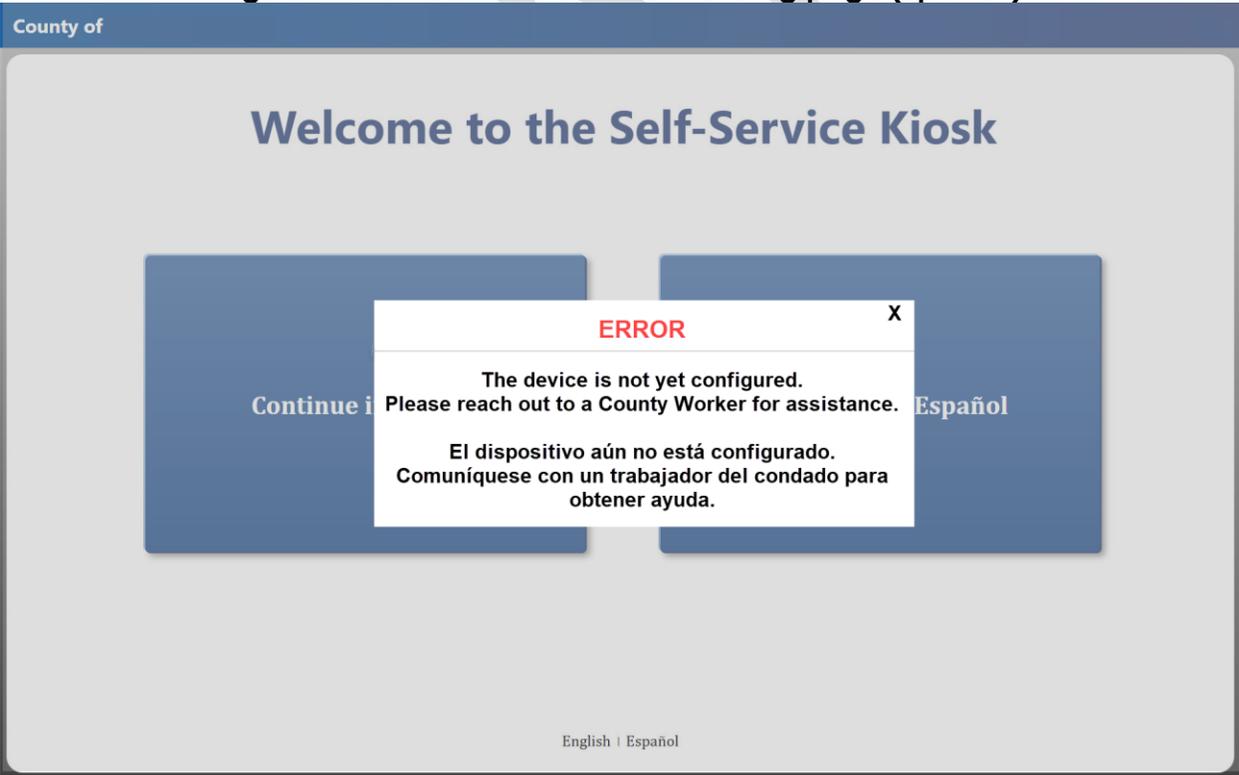


Figure 2.4.2 – Self-Service Kiosk Landing page when device is not associated to a flow

### 2.6.3 Description of Changes

1. Create a new Home Screen / Landing screen that will display when the Self-Service application or the Self-Service website open and have the following components:
  - a. Display "County of XXX" on the top left-hand corner of the screen
    - i. When in "Spanish" mode it will display as "Condado de XXX"
    - ii. XXX will be the name of the County that the device is associated to. (please refer to Section XXX for details on how the device is associated to a specific county).
      1. Example: "County of Los Angeles" (in English mode) or "Condado de Los Angeles" (in Spanish mode)
    - iii. XXX will be blank if the device is not configured/associated to a flow or if the Device is marked as Disabled (Device Status field on the Device Assignment Detail page).
    - iv. Display "County of XXX" for all screens when it is in "Self-Service Kiosk" mode.
    - v. Clicking on the "County of XXX" three times will re-direct the user to the Employee Only Portal screen (please refer to Section XXX for details on that specific screen)
      1. User will only be directed to XXX screen after clicking the "County of XXX" three times from the Home Screen only
  - b. Display the following on the middle of the screen:
    - i. The main screen will be titled "Welcome to the Self -Service Kiosk"
      1. This will be the default title when the screen 1<sup>st</sup> display or when the screen is in "English" mode.
      2. Title will be "Bienvenido al Self-Service Kiosk" when the screen is in "Spanish" mode.
    - ii. Display two buttons right underneath "Welcome to the Self-Service Kiosk"
      1. 1<sup>st</sup> button on the left will be titled "Continue in English"
        - a. Clicking on the "Continue in English" will re-direct the user to the "How can we help you?" screen (please refer to Section XXX for detail on that specific screen).
      2. 2<sup>nd</sup> button on the right will be titled "Continuar en Español"
 

**Note:** The title on both buttons will not change when the screen is in "English" or "Spanish" mode.
    - iii. Display the following on the bottom : "English" | "Español"
      1. Display "English" | "Español" for all screens when it is in "Self-Service Kiosk" mode.
      2. Clicking on "English" will display the Home Screen in "English" mode.
        - a. The screen will not change when user clicks on "English" and the screen is already in "English" mode.
      3. Clicking on "Español" will display the Home Screen in "Spanish" mode.

- a. The screen will not change when user clicks on the “Español” and the screen is already in “Spanish” mode.
  - c. Display an error pop-up message when the device is not configured/associated to a flow or if the Device is marked as Disabled (Device Status field on the Device Assignment Detail page) when the application launch.
    - i. Main screen will have a gray overlay and the error pop-up message that will have the following information:
      - 1. ‘X’ at the top right-hand corner.
        - a. Clicking on the ‘X’ will close the error pop-up
        - b. Gray overlay will disappear as well from the main screen.
      - 2. The word ‘ERROR’ in the middle of screen in red followed by:
        - a. “ The device is not yet configured. Please reach out to a County Worker for assistance.  
El dispositivo aún no está configurado.  
Comuníquese con un trabajador del condado para obtener ayuda.”
      - 3. Click on the “Continue in English” button, “Continuar en Español” button, “English”, or “Español” will open the error pop-up message with the gray overlay again when the device is not configured/associated to a flow or if the Device is marked as Disabled (Device Status field on the Device Assignment Detail page).

#### 2.6.4 Page Location

---

Access through launching the application (on IOS device only) or through the **URL: XXX** (for all devices including IOS)

#### 2.6.5 Security Updates

---

N/A

#### 2.6.6 Page Mapping

---

N/A

#### 2.6.7 Accessibility

---

Screen will be built in accordance to the accessibility guideline for color, contrast and font size requirement.

#### 2.6.8 Page Usage/Data Volume Impacts

---

N/A

## 2.7 Self-Service Kiosk Employee Only Portal page

### 2.7.1 Overview

Create a new Employee Only Portal confirmation page.

### 2.7.2 Self-Service Kiosk Employee Only Portal page Mockup

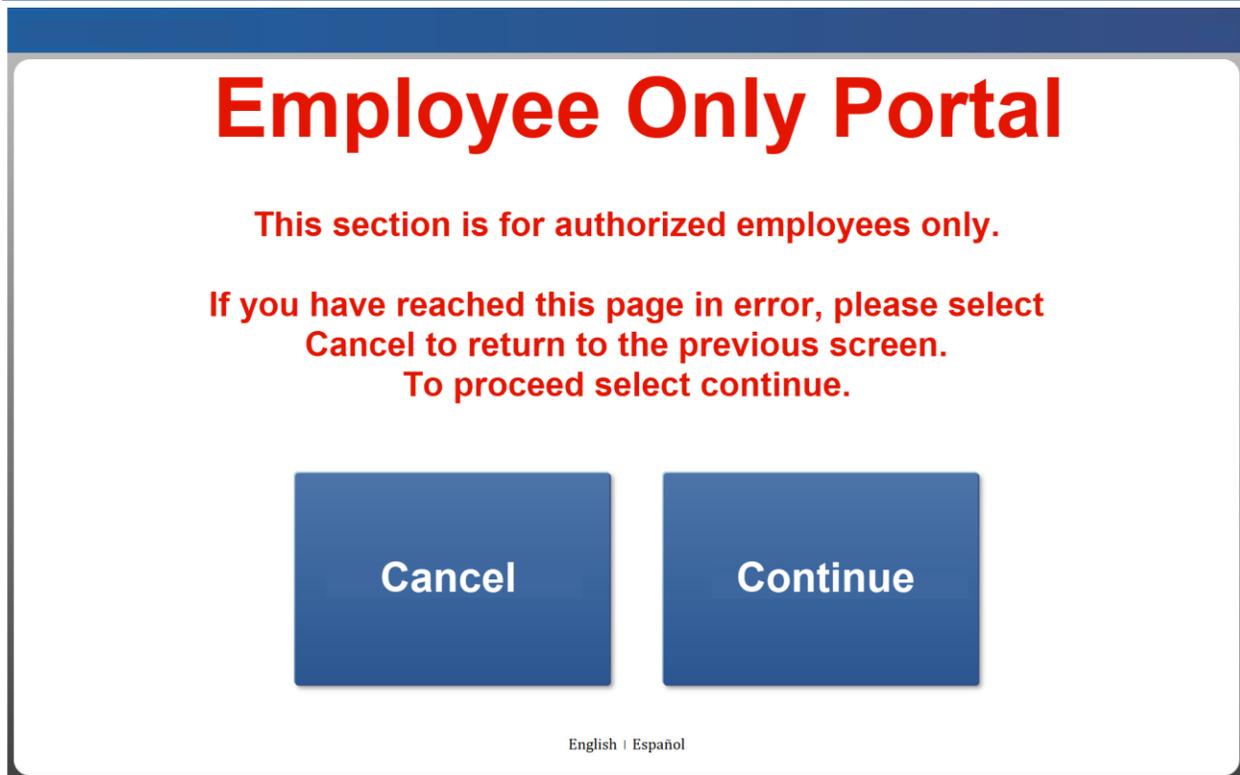


Figure 2.5.1a – Self-Service Kiosk Employee Only Portal (English mode/default)

### 2.7.3 Description of Changes

2. Create a new Employee Only Portal that will display after the users clicks on the “County of” **XXX** amount from the main landing page and have the following components:
  - a. Display the following on the screen:
    - i. Display “Employee Only Portal” at the very top of the screen.
      1. **Spanish version:**
    - ii. Display “This section is for authorized employees only. If you have reached this page in error, please select Cancel to return to the previous screen. To proceed select continue.” in the middle of the screen.
      1. **Spanish version:**
    - iii. Display two buttons:
      1. 1<sup>st</sup> button on the left will be titled “Cancel”
        - a. Clicking on the “Cancel” button will re-direct the user back to the main landing page.





Figure 2.2.2a – How can we help you? Screen Mockup (English mode with 3 buttons)

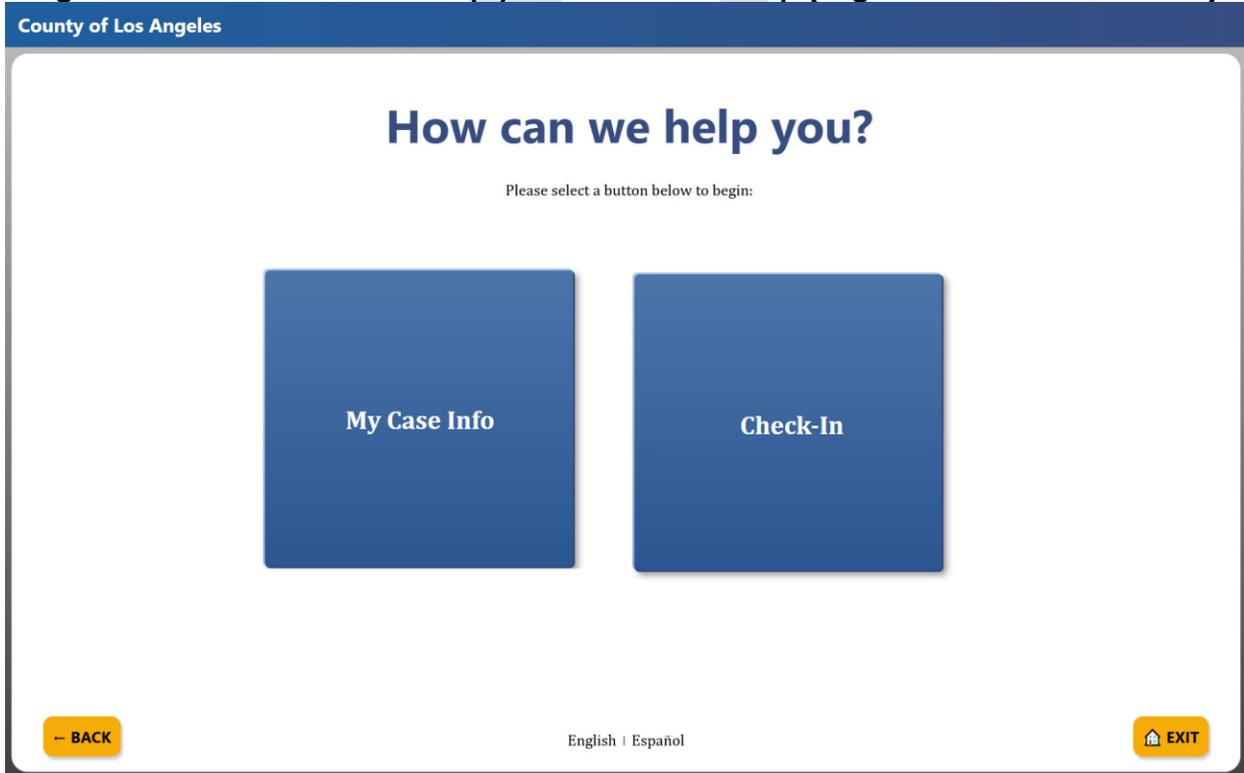


Figure 2.2.2c – How can we help you? Screen Mockup (English mode with Case Info and Check-In button only)



**Figure 2.2.2d – How can we help you? Screen Mockup (English mode with Check-In and Upload Document button only)**

**Figure 2.2.2e – How can we help you? Screen Mockup (Spanish mode)**

### 2.8.3 Description of Changes

1. Create a new “How can we help you?” screen that will display after the user clicks on the “Continue in English” or “Continuar en Español” button from the Home Screen.
  - a. The “How can we help you?” screen will automatically display in “English” mode when the user clicks on the “Continue in English” button from the Home Screen.
  - b. The “How can we help you?” screen will automatically display in “Spanish” mode when the user clicks on the “Continuar en Español” button from the Home Screen.
  - c. Display the following on the middle of the screen:
    - i. Display “How can we help you?” (when in “English” mode) or “¿Cómo le podemos ayudar?” (when in “Spanish” mode) on the middle of the screen.
    - ii. Display “Please select a button below to begin:” (when in “English” mode) or “Por favor seleccione un botón para comenzar:” (when in “Spanish” mode) underneath “How can we help you?”

- iii. Display the following buttons right underneath “Please select a button below to begin:”
  1. 1<sup>st</sup> button will be titled “Check-In” (when in “English” mode) or “Registrarse” (when in “Spanish” mode)
    - a. Button will be located on the middle when both “My Case Info” button and “Upload Document” button is present (total of 3 buttons is displayed on the screen).
    - b. Button will be located on the right when “My Case Info” is present (total of 2 buttons is displayed on the screen).
    - c. Button will be located on the left when “Upload Document” is present (total of 2 buttons is displayed on the screen).
    - d. Clicking “Check-In” button will re-direct the user to the “Check-In Options” screen (please refer to [Section XXX](#) for details on that specific screen).
  2. 2<sup>nd</sup> button will be “My Case Info” (when in “English” mode) or “Información de mi caso” (when in “Spanish” mode)
    - a. Button will be located on the left of the “Check-In” button.
    - b. Clicking “My Case Info” button will re-direct the user to the “My Case Info” screen (please refer to [Section 2.3](#) for details on that specific screen).
    - c. “My Case Info” screen is a customizable button that will display when the “Enable My Case Info” field is checked on the Flow Management Detail page in CalSAWS.
    - d. “My Case Info” screen is a customizable button that will not display when the “Enable My Case Info” field is unchecked on the Flow Management Detail page in CalSAWS.
  3. 3<sup>rd</sup> button will be “Upload Document” (when in “English” mode) or “Cargar documento” (when in “Spanish mode”)
    - a. Button will be located on the right of the “Check-In” button.
    - b. Clicking “Upload Document” button will re-direct the user to the “Please Enter Your Case Number” screen (please refer to [Section XXX](#) for details on that specific screen).
    - c. “Upload Document” screen is a customizable button that will display when the “Enable Upload Document” field is checked on the Flow Management Detail page in CalSAWS.
    - d. “Upload Document” screen is a customizable button that will not display when the “Enable

- Upload Document" field is unchecked on the Flow Management Detail page in CalSAWS.
- iv. Display the following on the bottom of the screen:
    1. Display "English" | "Español" on the middle
      - a. Clicking on "English" will display the Home Screen in "English" mode.
        - i. The screen will not change when user clicks on "English" and the screen is already in "English" mode.
      - b. Clicking on "Español" will display the Home Screen in "Spanish" mode.
        - i. The screen will not change when user clicks on the "Español" and the screen is already in "Spanish" mode.
    2. Display "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button on the left side.
      - a. Display "← BACK" for all screens, except for the Home Screen when it is in "Self-Service Kiosk" mode.
      - b. Clicking on the button will take the user to the previous screen that they were on and also in the same "English" or "Spanish" mode.
    3. Display "House icon EXIT" (when in "English" mode) or "House icon SALIDA" (when in "Spanish" mode) button on the right side.
      - a. Display "House icon EXIT" for all screens, except for the Home Screen when it is in "Self-Service Kiosk" mode.
      - b. Clicking on the button will display an "Exit confirmation pop-up box" (please refer to [Section XXX](#) for more information regarding this).

#### 2.8.4 Page Location

---

Access through launching the application (on IOS device only) or through the [URL: XXX](#) (for all devices including IOS)

#### 2.8.5 Security Updates

---

N/A

#### 2.8.6 Page Mapping

---

N/A

#### 2.8.7 Accessibility

---

Screen will be built in accordance to the accessibility guideline for color, contrast and font size requirement.

## 2.8.8 Page Usage/Data Volume Impacts

---

N/A

## 2.9 Employee Log-In

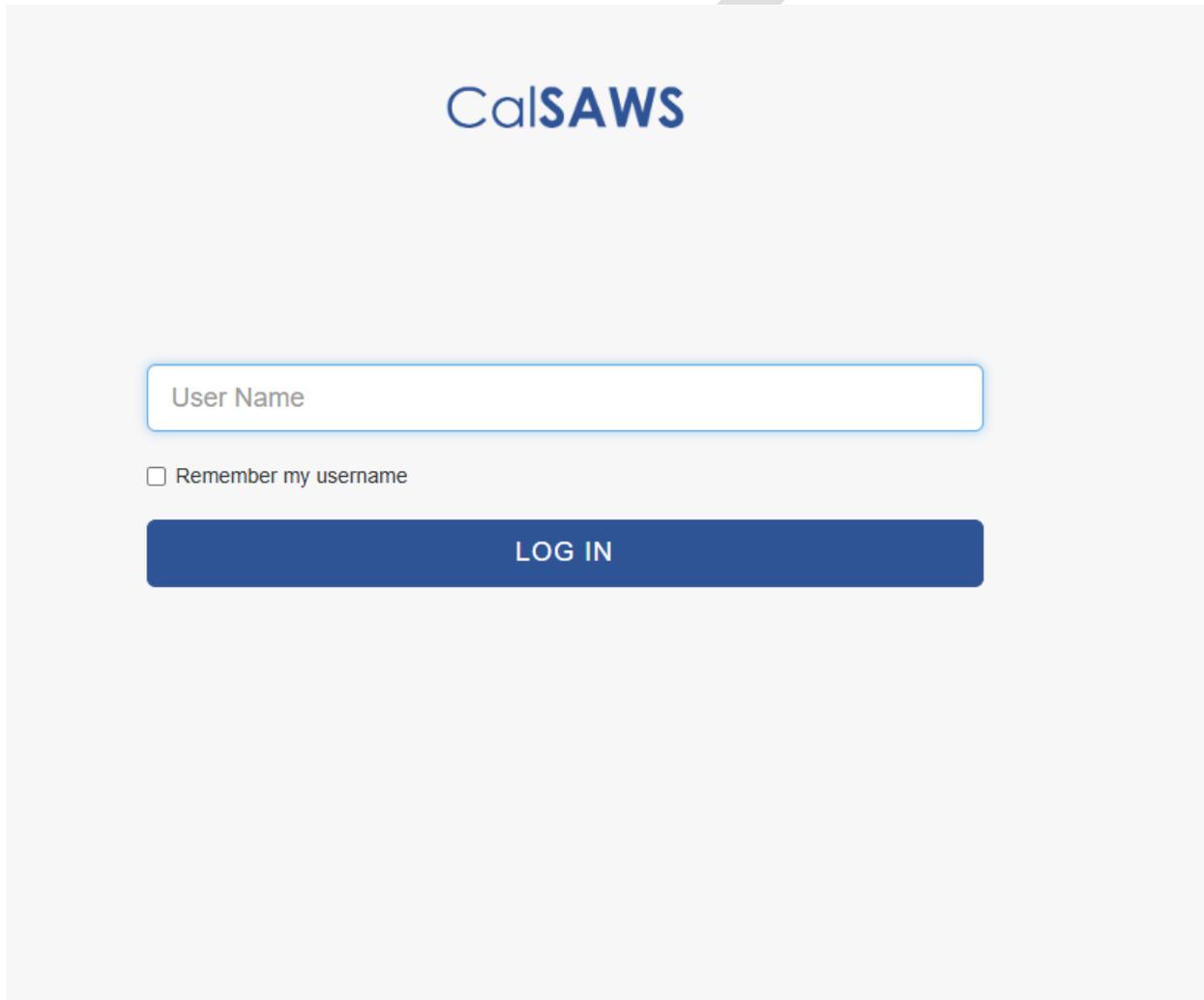
### 2.9.1 Overview

---

The Employee Log-In Screen is the same Forge Rock Log In pages that are being used to log in to other system such as CalSAWS

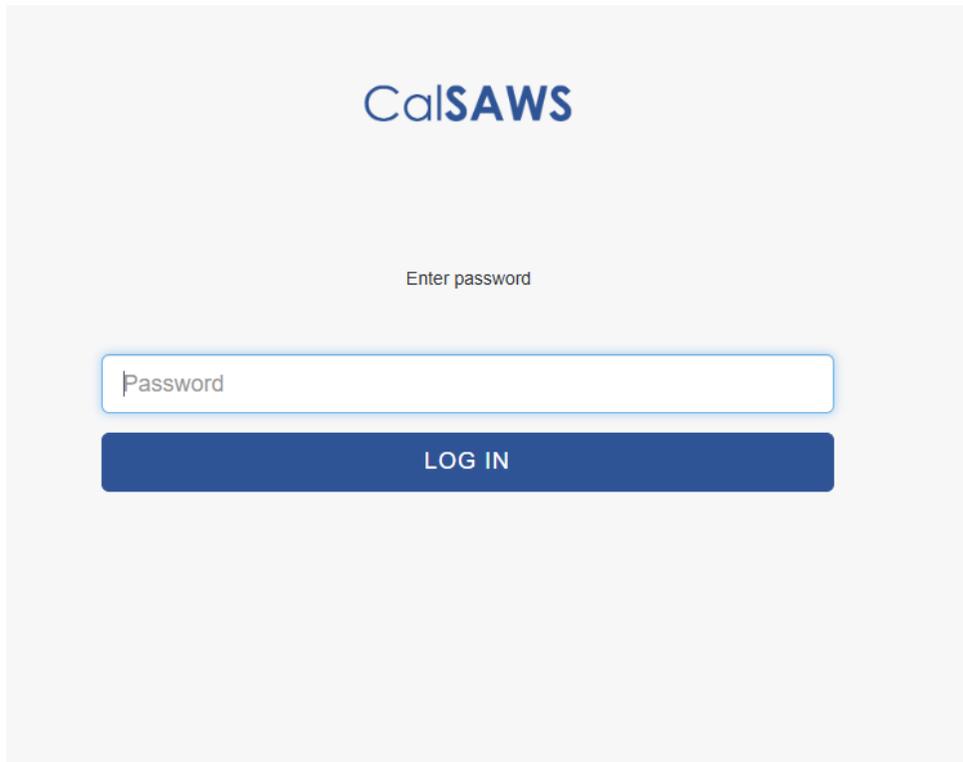
### 2.9.2 Employee Log-In Mockup

---

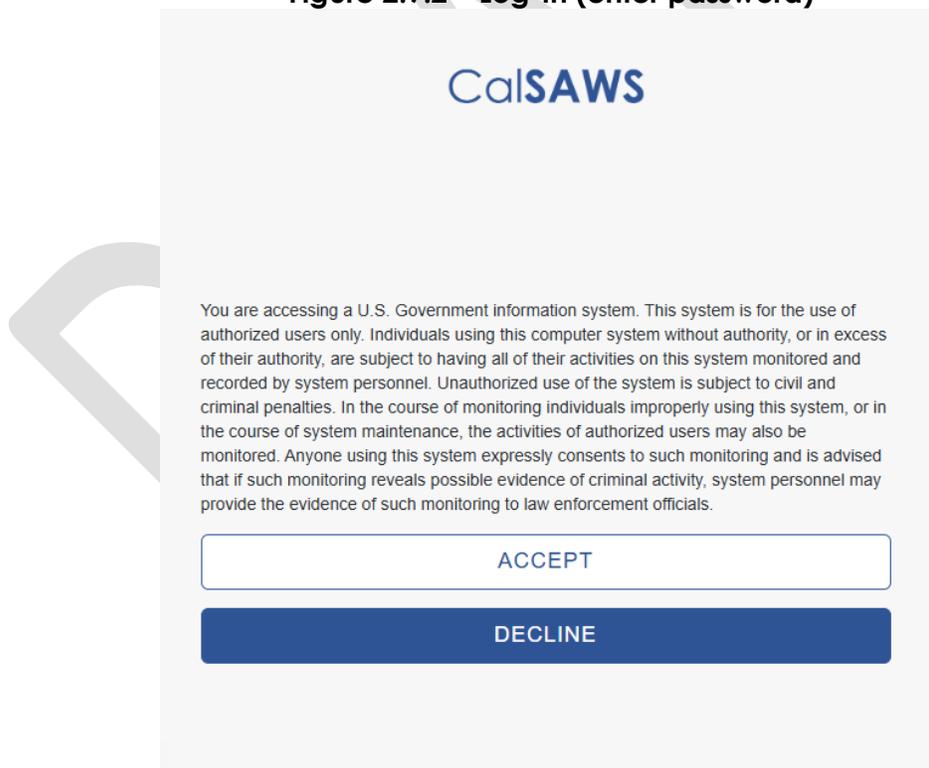


The mockup shows a login interface for CalSAWS. At the top center is the CalSAWS logo. Below it is a text input field with the placeholder text "User Name". Underneath the input field is a checkbox labeled "Remember my username". At the bottom of the form is a dark blue button with the text "LOG IN" in white capital letters.

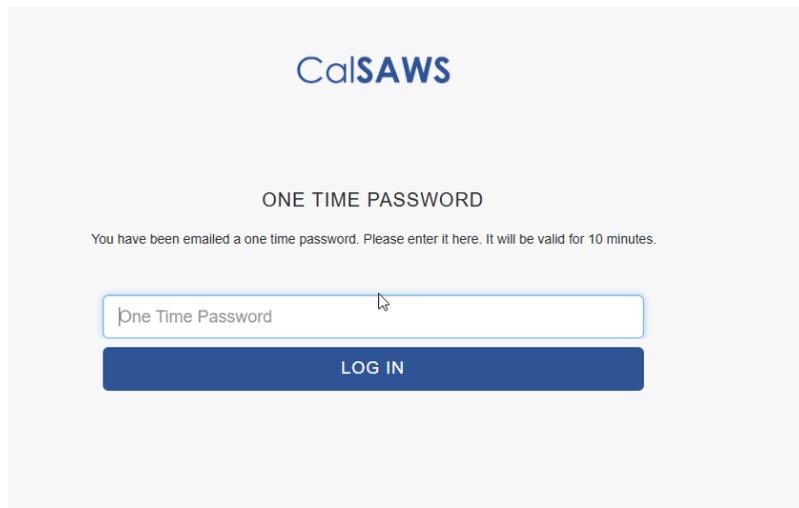
**Figure 2.9.1 – Log-In (enter username)**



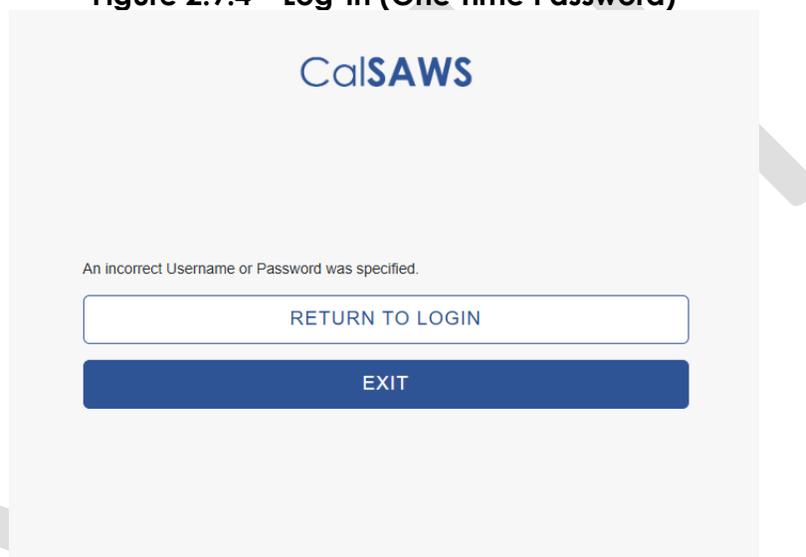
**Figure 2.9.2 – Log-In (enter password)**



**Figure 2.9.3 – Log-In (terms & condition)**



**Figure 2.9.4 – Log-In (One Time Password)**



**Figure 2.9.6 – Log-In (Incorrect Username or Password)**

### 2.9.3 Description of Changes

---

1. Display the Forge Rock log in pages after user clicks on the 'Continue' button found on the Self-Service Kiosk Employee Only Portal screen.
  - a. These are the same Forge Rock log in pages that is use for users to log in to other applications such as CalSAWS.

Note: For counties that have specific Forge Rock log-in process, they will continue to see those pages as normal (i.e. text messaging)

### 2.9.4 Page Location

---

Access by clicking the "Continue" button from the Self-Service Kiosk Employee Only portal screen.

### 2.9.5 Security Updates

---

N/A

## 2.9.6 Page Mapping

---

N/A

## 2.9.7 Accessibility

---

Screen will be built in accordance with the accessibility guideline for color, contrast and font size requirement.

## 2.9.8 Page Usage/Data Volume Impacts

---

N/A

## 2.10 My Case Info Screen

### 2.10.1 Overview

---

Create a new "My Case Info" screen that will display after clicking the "My Case Info" button on the "How can we help you?" screen.

### 2.10.2 My Case Info Screen Mockup

---



**Figure 2.3.3a – My Case Info Screen Mockup (English mode)**  
**Figure 2.3.3b – My Case Info Screen Mockup (Spanish mode)**

### 2.10.3 Description of Changes

3. Create a new "My Case Info" screen that will display after the user clicks on the "My Case Info" or "Información de mi caso" button from the "How can I help you?" screen.
  - a. The "My Case Info" screen will automatically display in "English" mode or "Spanish" mode depending on the mode that the "How can I help you?" screen was on.
    - i. When the "How can I help you?" screen was in "English" mode the "My Case Info" screen will automatically display in "English" mode.
    - ii. When the "How can I help you?" screen was in "Spanish" mode the "My Case Info" screen will automatically display in "Spanish" mode.
  - b. Display the following on the middle of the screen:
    - i. Display "My Case Info" (when in "English" mode) or "Información de mi caso" (when in "Spanish" mode) on the middle of the screen.
    - ii. Display "Please select a button below to continue:" (when in "English" mode) or "Por favor seleccione un botón para continuar:" (when in "Spanish" mode) underneath "My Case Info"
    - iii. Display the following buttons right underneath "Please select a button below to continue:"
      1. 1<sup>st</sup> button on the left will be titled "My Case Status" (when in "English" mode) or "Estado de mi case" (when in "Spanish" mode)
        - a. Clicking "My Case Status" button will re-direct the user to the "Please Identify Yourself" screen (please refer to Section XXX for details on that specific screen).
        - b. Clicking "My Case Status" button will re-direct the user to the "My Case Status" screen (please refer to Section XXX for details on that specific screen) when the application already has the user case number information.
          - i. The application already has the user case number information as the user already went through the "Please Identify Yourself" screen and successfully identifying themselves by entering their case number & date of birth, scanning their EBT or BIC card or scanning one of their barcoded documents through one of the other buttons/flows.
      2. 2<sup>nd</sup> button in the middle will be "My EBT Balance" (when in "English" mode) or "Mi saldo EBT" (when in "Spanish" mode)

- a. Clicking “My EBT Balance” button will re-direct the user to the “Please Identify Yourself” screen (please refer to Section XXX for details on that specific screen).
  - b. Clicking “My EBT Balance” button will re-direct the user to the “My EBT Balance” screen (please refer to Section XXX for details on that specific screen) when the application already has the user case number information.
    - i. The application already has the user case number information as the user already went through the “Please Identify Yourself” screen and successfully identifying themselves by entering their case number & date of birth, scanning their EBT or BIC card or scanning one of their barcoded documents through one of the other buttons/flows.
3. 3<sup>rd</sup> button on the right will be “My Benefits Info” (when in “English” mode) or “Información de mis beneficios” (when in “Spanish mode”)
- a. Clicking “My Benefits Info” button will re-direct the user to the “Please Identify Yourself” screen (please refer to Section XXX for details on that specific screen).
  - b. Clicking “My Benefits Info” button will re-direct the user to the “My Benefits Info” screen (please refer to Section XXX for details on that specific screen) when the application already has the user case number information.
    - i. The application already has the user case number information as the user already went through the “Please Identify Yourself” screen and successfully identifying themselves by entering their case number & date of birth, scanning their EBT or BIC card or scanning one of their barcoded documents through one of the other buttons/flows.

#### 2.10.4 Page Location

---

Access through launching the application (on IOS device only) or through the URL: XXX (for all devices including IOS)

#### 2.10.5 Security Updates

---

N/A

## 2.10.6 Page Mapping

---

N/A

## 2.10.7 Accessibility

---

Screen will be built in accordance to the accessibility guideline for color, contrast and font size requirement.

## 2.10.8 Page Usage/Data Volume Impacts

---

N/A

## 2.11 [Interface Name]

### 2.11.1 Overview

---

[Provide an overview of what the interface is and what needs to be updated to meet the requirements. Interfaces can include services, messages, file interfaces, and web service/API services. For updates to existing items, this should include the current design and how it will be updated.]

### 2.11.2 Description of Change

---

1. [provide a detailed description of what needs to change in the interface, which can include the file layout.]
  - a. Sub point (if needed)
    - i. additional sub point (if needed)
      1. Additional sub point (if needed)
2. Next Change (if needed)

### 2.11.3 Partner Integration Testing

---

[Indicate that a partner integration testing is required or not (Y/N). If Y, then indicate the name of the partner and whether the testing will be on masked/unmasked data.]

### 2.11.4 Execution Frequency

---

[Indicate if this is daily/weekly/monthly etc.... in addition to the day that they batch job should run if not daily.]

### 2.11.5 Key Scheduling Dependencies

---

[Provide any of the predecessors and/or successors for this job.]

### 2.11.6 Counties Impacted

---

[Indicate if all counties or the specific counties that are impacted by this Change.]

### **2.11.7 Category**

---

[Indicate the functionality of this job. Does this job need to be completed by 6 am? (Core/Non-Core/Core-Off Prime)]

### **2.11.8 Data Volume/Performance**

---

[Provide the anticipated number of records created/processed and the impact on performance.]

### **2.11.9 Interface Partner**

---

[Document who the interface is with and include any assumptions, constraints, and details. For example, what days will they process files, if there is a return interface what is the turnaround.]

### **2.11.10 Failure Procedure/Operational Instructions**

---

[Document the process for handling interface failures.]

DRAFT

### 3 SUPPORTING DOCUMENTS

[This section should include any supporting documents for the design as imbedded documents. Some examples of supporting documents include the Security Matrix, Form Design Documents, NOA Design Documents, and ETL Source-to-Target Mappings.]

NUMBER	FUNCTIONAL AREA	DESCRIPTION	ATTACHMENT

DRAFT

DRAFT